



Employment Vacancy Announcement

No	16-05
Position	Non Immigrant Visa (NIV) Team Leader
Opening date	May 20, 2016
Closing date	June 3, 2016
Working Hours	Full time – 40 hours/week, Monday to Friday
Salary	Full time: Ordinarily Resident (OR): LE-08 FJ\$35,938.00 (Starting salary) Not-Ordinarily Resident (NOR): FP-06* US\$46,093.00 (Starting salary) *Final grade/step for NORs will be determined by Washington.

The U.S. Mission in Suva is seeking eligible and qualified applicants for the position of a Non Immigrant Visa Unit Team Leader.

BASIC FUNCTION OF THE POSITION

The primary role of the Nonimmigrant Visa Team Leader is to organize the workflow and allocate work assignments for the Locally Employed NIV team and to provide day-to-day guidance to three NIV Locally Employed Staff. The incumbent also accepts nonimmigrant visa applications from applicants from all over the consular district, and provides information to the public. As Team Leader, the incumbent monitors, interprets, applies, and communicates guidance on visa processing, and is an authority on data entry and biometric and other nonimmigrant visa processing issues when the LES have questions. The incumbent is directly supervised by the Senior LE Staff Supervisor/ Fraud Investigator. The NIV Chief is the incumbent's reviewing officer and provides instruction for the NIV staff to be imparted by the NIV Team Leader.

MAJOR DUTIES AND RESPONSIBILITIES

LE Staff Team Leader for Nonimmigrant Visa Processing

Prepares a weekly schedule of duties for the LES NIV team members, and on a daily basis, ensures that each team member is completing the task assigned. For example, team members rotate primary responsibility for phone coverage, intake, printing duties and monitoring the emergency appointment mailbox. Additionally, the NIV Team Leader is responsible for responding to LES NIV questions on visa processing at intake and printing, or regarding how to handle irate customers on the phone, and to trouble shooting issues when possible in order to prevent problems from escalating to a higher authority. The Team Leader must possess a detailed understanding of 9 FAM and U.S. immigration laws, regulations, and the Nonimmigrant Visas section's standard operating procedures and Departmental guidance. The Team Leader assesses each situation to determine when cases should be brought to a higher level of attention, and when recommended for review of a possible misapplication of the law or a recommendation for fraud investigation.

Intake. The NIV Team Leader verifies the applicant paid and the information on the Consular Electronic Application Center (CEAC) is accurate, takes quality biometrics and provides excellent customer service skills to each and every applicant at intake. Relying on his or her experience, the NIV Team Leader brings the NIV Chief questionable or unusual cases, particularly those which raise question as to credibility of applicant. The incumbent confirms visa categories, reciprocity fees and annotations are consistent with standard operating procedures. The NIV Team Leader processes non-standard visa cases such as religious workers, students, workers and fiancée visas and enters the appropriate annotations for each visa category. In addition to processing his or her own intake cases at the window, the NIV Team Leader spot checks LES NIV team members' cases to make sure they are annotating visas properly or taking quality biometrics at the intake window.

The incumbent is the primary liaison with working level GSS contractors, and is responsible for ensuring that escalated cases, emergency requests, and group appointment requests are attended to and cleared daily either by NIV LE staff or by incumbent.

The NIV Team Leader is responsible for monitoring Security Advisory Opinion and Admissibility Review clearances to see whether post received a response. The incumbent will contact a government official (or other party concerned) to relay the news that the visa is ready to be issued if the SAO concerned their visa case.

The incumbent prints visas, first verifying the biodata is accurate again before inserting foils into passports. When printing, the incumbent prepares a manifest to accompany the passports collected by the courier service. Responsible for maintaining control of accountable and controllable items such as visa foils and consular stamps.

Provides interpretation during interviews as needed by the consular officer.

Special Portfolios

The incumbent acts as the primary point of contact for diplomatic visas and visa referrals. The incumbent is responsible for communication and coordination of visa requests with protocol offices and other diplomatic Missions and international agencies, which are notorious for last minute visa requests, and must provide superior customer service while managing expectations. The incumbent must also highlight for the consular chief which official visa cases are urgent and why. The incumbent is the point of contact for post's visa referral program, ensuring that all materials are received and each case documented according to FAM regulations.

The incumbent acts as the primary point of contact for GSS contractors, and is responsible for ensuring that escalated cases, emergency requests, and group appointment requests are attended to and cleared daily. Serves as liaison with GSS contractor on day-to-day issues and problem solving and quality customer service.

The incumbent provides logistical coordination for the implementation of the interview waiver and drop box programs for the public living in our consular district in nations outside of Fiji, including verifying potential interview waiver applicant's eligibility to participate in the program (meeting FAM criteria for IWP), and ensuring completion of every document for that nation's monthly package before preparing a courier manifest.

The incumbent assists the NIV Chief to prepare for quarterly remote NIV processing trips using remote data collection technology in Tonga. Reviews potential applicants to determine whether they are eligible to participate in the remote NIV interview program in Tonga. Assists Consular Officer with preparation of laptop, biometric scanner, hard copies of CEAC applications, bar code confirmation page, and other relevant information for the quarterly trip to Tonga.

The NIV Team Leader drafts timely responses to Congressional inquiries. Incumbent is thoroughly familiar with Section 222(f) requirements of the INA, exercising appropriate judgment on the type and amount of detailed information which may be shared. All communication with Congress is cleared by the NIV Chief and/or Consular Chief before dissemination.

Coordination, Guidance and Oversight

Provides input to the Senior LE Staff Supervisor for the LES NIV team members' Employee Performance reports (EPR) and collaborates on the Work and Development Plans (WDP).

Coordinates leave for the LES within NIV section.

Provides technical guidance while on the visa line to LES NIV team members.

Provides daily oversight of NIV LE team to ensure consistent application of procedures, and completion of assigned tasks.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Education: Completion of secondary school required.
2. Experience: Position requires a minimum of three years in the area of Consular or immigration services or demonstrated equivalent experience in dealing with immigration and visa laws and procedures. In addition to prior subject matter experience related to Consular and/or public contact work.
3. Language Proficiency: This position requires spoken and written language in one of the regional languages (Fijian, Hindi, Tongan, Gilbertese or French) at Level 4 (Fluent). Jobholder must be able to deal with clients and customers at all levels in Fijian (or other Pacific language), interpret during visa interviews, and translate documents (including legal texts, and high level correspondence, 221g and 214b letters, and website information). Position requires spoken and written English at Level 4 (Fluent).

4. Skills and Abilities: Must have excellent interpersonal skills and the ability to be part of the NIV team at the same time as being the Team Leader. Must exercise consistent good judgment in a high pressure environment while handling a routine volume of workload. Outstanding customer service skills including the ability to speak with tact and diplomacy in dealing with the public. The incumbent must have the ability to discern when to seek advice and counsel on issues beyond his/her experience, ability or responsibility.

FOR FURTHER INFORMATION: The complete position description listing all of the duties and responsibilities may be obtained on our website at <http://suva.usembassy.gov> and/ or by contacting the Human Resources Office (POC: Leilani Oakley on 331-4466)

SELECTION PROCESS: When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a security clearance certificate.

HOW TO APPLY:

Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See “For Further Information” above); and
2. Any additional documentation that supports or addresses the requirements listed above (e.g. CV, transcripts, degrees, work references etc.)

IMPORTANT: Applicants claiming a U.S. Veteran’s preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran’s Administration, or

certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

WHERE TO APPLY:

Human Resources Office: Leilani Oakley
Mailing Address: P O Box 218, Suva
E-mail Address: hrosuva@state.gov

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets all of the following criteria:

- U.S. Citizen or not a U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); or
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; or
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; or
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets all of the following criteria:

- U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; or
- Child of the sponsoring employee who is unmarried and at least 18 years old; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; or
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; or
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets all of the following criteria:

- U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; or
- Child of the sponsoring employee who is unmarried and at least 18 years old; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); and
- Is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; and

- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets all of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is not an EFM;
- A MOH is not listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.